

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3263 **TITLE:** REGIONAL HUMAN SERVICES SYSTEMS MANAGER
GRADE: S-33

DEFINITION:

Under the general supervision of the Director of Human Services Systems Management, plans, directs and oversees the work of a regional delivery system for human services provided by Family Services, Family Court, Health Services, Mental Health/Mental Retardation/Alcohol and Drug Services, and Community and Recreation Services; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

An employee in this class manages one of five regional human services delivery systems. Client services are provided by staff assigned to each service area (i.e., Family Services, Family Court, Health Services, Mental Health/Mental Retardation/Alcohol and Drug Services, or Community and Recreation Services). A Regional Human Services Systems Manager oversees the region's support operations and coordinates activities with the service areas.

ILLUSTRATIVE DUTIES:

Using a team-based approach, provides supervisory and managerial guidance to assistant regional directors responsible for managing all County human services facilities in the geographical region, ensuring timely and accessible service delivery, overseeing automation of information resources management within the region, resolving issues and conflicts among staff located within the region, overseeing accountability measures to ensure quality service delivery, and, in collaboration with service area staff, coordinating services provided to clients and identifying client trends so as to project staff resources needed to serve clients;

As a member of the Regional Service Systems Managers Team, ensures that services in the five geographical regions are integrated and efficient, participates in Countywide planning activities to ensure an integrated, responsive service delivery system and, in conjunction with peers, develops procedures to assure uniform standards of practice across the five regions;

Participates in the development of evaluation and accountability measures for service delivery;

Monitors the timeliness and quality of services provided to clients in the geographical region;

Ensures that system operations comply with Federal, State and County laws and regulations;

Participates in the development of the region's budget request.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of the principles and practices of team-based management and conflict resolution;

Extensive knowledge of the principles and practices of human services/programs, and the ability to apply them appropriately;

Thorough knowledge of the principles and methods of organizational development and management;

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Knowledge of the principles and practices of public administration (including personnel, budgeting, accounting, and management analysis), and the ability to apply them in overseeing a variety of services;

Knowledge of Federal, State, and County laws and regulations affecting human services, and the ability to interpret and apply them correctly;

Skill in solving problems and resolving conflicts;

Ability to analyze data and draw sound conclusions;

Ability to develop and implement departmental goals and objectives;

Ability to effectively coordinate and implement departmental changes;

Ability to effectively manage, train and motivate employees;

Ability to plan, direct and coordinate the work of a large staff;

Ability to provide effective leadership;

Ability to communicate clearly and concisely, orally and in writing;

Ability to develop and maintain effective working relationships with subordinates, coworkers, County officials, public- and private-sector organizations, community groups, and the public.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:

Graduation from an accredited four-year college or university with a Bachelor's Degree in social work, public administration, health administration, counseling and guidance, or a related field;

PLUS

Five years of professional experience in the field of human services, including three years of experience supervising a major organizational unit of professional human service workers.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

ESTABLISHED: May 16, 1994